DHS.gov Customer Satisfaction Survey

| Overall Customer Satisfaction Score | | | 79.21 |
|--|---|--|--|
| | | | |
| How would you rate your overall experience today? | | | 75.14 |
| Answer Choices Outstanding | Responses 555 | Points 100 | 5550 |
| Above Average | 190 | 75 | 1425 |
| Average | 167 | 50 | 835 |
| Below Average Poor | 100 | 25 0 | 102 |
| Total | 1053 | | 7912 |
| What Information were you looking for today? | | | |
| Answer Choices | R | lesponses | Percentag |
| Contact information Contracting opportunities | | 112 | 17.53 15.96 |
| Cybersecurity | | 59 | 9.23 |
| Forms or publications | | 16 | 2.50 |
| Jobs / career information Training | | 323 27 | 50.55 |
| Total | | 639 | 100 |
| Were you able to complete the purpose of your visit? | | | 73.3 |
| Answer Choices | Responses | Points | Scor |
| • Yes | 772 281 | 100 | 7720 |
| If you weren't able to complete your visit, please select the option that best describes your difficulty. Answer Choices | F | tesponses | Percentag |
| Bad link Content wasn't easy to understand | | 14 | 58.33 |
| Content wasn't easy to understand Could not find what I was looking for | | 0 | 0.00 |
| Error on page | | 0 | 0.00 |
| Multimedia / technical problem Outdated information | | 0 | 0.00 |
| Outdated information Other | | 10 | 41.67 |
| Total | | 24 | 100 |
| Would you still return to this website if you could get this | | | 86.0 |
| information or service from another source? | | | |
| Answer Choices | Responses | Points | Scor |
| • Yes | 906 | 100 | 9060 |
| • No | 147 | 0 | |
| • No Total | 147 1053 | 0 | 9060 |
| | | 0 | |
| Total Will you recommend this website to a friend or colleague? Answer Choices | 1053 Responses | Points | 9060 77.4 Scor |
| Total Will you recommend this website to a friend or colleague? Answer Choices • Yes | Responses | Points 100 | 9060 77.4 Scor 8160 |
| Total Will you recommend this website to a friend or colleague? Answer Choices • Yes • No | 1053 Responses | Points | 9060 77.4 Scor 8160 |
| Total Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total | 1053 Responses 816 237 | Points 100 | 9060 77.4 Scor 8160 |
| Total Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total Which of the following best describes you? Answer Choices | Responses 816 237 1053 | Points 100 0 | 9060 77.4 Scor 8160 8160 |
| Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total Which of the following best describes you? Answer Choices • Business representative | Responses 816 237 1053 | Points 100 0 | 9060 77.4 Scor 8160 8160 Percentag |
| Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total Which of the following best describes you? Answer Choices • Business representative • Educator | Responses 816 237 1053 | Points | 9060 77.4 Scor 8160 8160 Percentag 7.13 4.72 |
| Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total Which of the following best describes you? Answer Choices • Business representative | Responses 816 237 1053 | Points 100 0 | 9060 77.4' Scor 8160 8160 Percentag 7.13' 4.72' 8.95' 10.28' |
| Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total Which of the following best describes you? Answer Choices • Business representative • Educator • Federal government employee • First responder / law enforcement official • Government contractor | Responses 816 237 1053 | Points 100 0 tesponses 59 39 74 85 27 | 9060 77.4' Scor 8160 8160 Percentag 7.13' 4.72' 8.95' 10.28' 3.26' |
| Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total Which of the following best describes you? Answer Choices • Business representative • Educator • Federal government employee • First responder / law enforcement official • Government contractor • International visitor | Responses 816 237 1053 | Points 100 0 desponses 59 39 74 85 27 34 | 9060 77.4 Scoi 8160 8160 Percentag 7.13 4.72 8.95 10.28 3.26 4.11 |
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| Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total Which of the following best describes you? Answer Choices • Business representative • Educator • Federal government employee • First responder / law enforcement official • Government contractor • International visitor • Job seeker | Responses 816 237 1053 | Points 100 0 desponses 59 39 74 85 27 34 | 9060 77.4' Scor 8160 8160 Percentag 7.13' 4.72' 8.95' 10.28' 3.26' 4.11' 32.41' 0.60' |
| Will you recommend this website to a friend or colleague? Answer Choices • Yes • No Total Which of the following best describes you? Answer Choices • Business representative • Educator • Federal government employee • First responder / law enforcement official • Government contractor • International visitor • Job seeker • Media representative • Non-profit staff or volunteer • Seeking citzenship or immigration information | Responses 816 237 1053 | Points 100 0 desponses 59 39 74 85 27 34 268 5 188 | 9060 77.4 Scot 8160 8160 Percentag 7.13 4.72 8.95 10.28 3.266 4.11 32.41 0.60 2.18 0.00 |
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